

**Wilson, Elise**

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**From:** Wilson, Elise  
**Sent:** Wednesday, March 31, 2021 10:11 AM  
**To:** tarnold@aarp.org  
**Cc:** Nelson, Jeff; Grube-Lybarker, Carri; Hall, Roger; richard@rlwhitt.law; jjeffries@mcquirewoods.com; pia.powers@duke-energy.com; Heather Smith; Heather Smith; Katie Brown; Katie Brown; robsmith@mvalaw.com; pfox@burr.com; jbowen@burr.com; Charles L. A. Terreni; Samuel Wellborn; Samuel Wellborn; fellerbe@robinsongray.com; fellerbe@robinsongray.com; Charles L. A. Terreni; Charles L. A. Terreni; Charles L. A. Terreni; chad.burgess@dominionenergy.com; matthew.gissendanner@dominionenergy.com; rmcpherson@mcquirewoods.com; jbowen@burr.com; pfox@burr.com; Bateman, Andrew; Knowles, Alex; Huber, Christopher; Samuel Wellborn; fellerbe@robinsongray.com; richard@rlwhitt.law; Parker, Connor; PSC\_Contact  
**Subject:** FW: Invitation to Workshop - Substance of Commission Issued Notices Included in Bill Inserts  
**Attachments:** 2020-247-A 4th Amended Notice of Workshops - Bill Inserts.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good Morning, Ms. Arnold.

In an effort to engage and create reader friendly notices, the Commission Staff has scheduled a forum to discuss the substance of its notices included in bill inserts. This workshop will be held virtually Friday, May 28, 2021 at 10:00 A.M.

The Commission Staff would be appreciative if you would join us in this workshop, lending your expertise toward how best to engage the reader. Please accept this email as an invitation to participate.

Per the attached notice, the deadline to file written comments and to notify the Commission Staff of participation is Tuesday, May 18, 2021.

We look forward to hearing from you on this matter.

Thank you and best regards.

Elise Wilson  
 Public Service Commission of South Carolina  
 101 Executive Center Drive, Suite 100  
 Columbia, SC 29210  
[www.psc.sc.gov](http://www.psc.sc.gov)  
 803-896-5100

**Wilson, Elise**

**From:** Wilson, Elise  
**Sent:** Wednesday, March 31, 2021 10:44 AM  
**To:** SC - CLARK ANN  
**Cc:** Nelson, Jeff; Grube-Lybarker, Carri; Hall, Roger; richard@rlwhitt.law; jjeffries@mcquirewoods.com; pia.powers@duke-energy.com; Heather Smith; Heather Smith; Katie Brown; Katie Brown; robsmith@mvalaw.com; pfox@burr.com; jbowen@burr.com; Charles L. A. Terreni; Samuel Wellborn; Samuel Wellborn; fellerbe@robinsongray.com; fellerbe@robinsongray.com; Charles L. A. Terreni; Charles L. A. Terreni; Charles L. A. Terreni; chad.burgess@dominionenergy.com; matthew.gissendanner@dominionenergy.com; rmcperson@mcquirewoods.com; jbowen@burr.com; pfox@burr.com; Bateman, Andrew; Knowles, Alex; Huber, Christopher; Samuel Wellborn; fellerbe@robinsongray.com; richard@rlwhitt.law; Parker, Connor; PSC\_Contact  
**Subject:** Invitation and Notice of Workshops - Procedures for Termination of Service  
**Attachments:** 2020-247-A 4th Amended Notice of Workshops - Termination of Service.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good Morning, Ms. Clark.

The Staff of the Public Service Commission of South Carolina ("PSC") is holding workshops regarding the Formal Review of Its Regulations Pursuant to S.C. Code Ann. Section 1-23-120(J). During our last workshop, which covered Sewerage Utilities and Water Utilities, we believed it prudent to extend the review of wastewater disconnect procedures. As a result, the PSC Staff has scheduled a virtual workshop to review **S.C. Code Ann. Regs. 103-535.1 Notice Prior to Discontinuance of Service** on Wednesday, May 12, 2021 at 10:00 A.M.

In Regulation 103-535.1 references providing notice to the appropriate county health department and to DHEC's Division of Environmental Health. The text of the regulation reads:

103-535.1. Notice Prior to Discontinuance of Service.

Before any sewerage service may be discontinued, the utility must give thirty (30) days written notice to the customer, by certified mail, unless R.103-535.A is applicable, with copies forwarded to the appropriate county health department and the ORS. At the expiration of the thirty (30) day period, the utility shall post a second notice by certified mail to the customer advising that in not less than 10 days nor more than 30 days, his service may be discontinued at any time without further notice. After the physical disconnection of any sewerage service, the Division of Environmental Health of the South Carolina Department of Health and Environmental Control and the ORS shall immediately be notified of the action and the name and address of the customer. Service will be terminated only on Monday through Thursday between the hours of 8:00 A.M. and 4:00 P.M., unless provisions have been made to have someone available to accept payment and reconnect service. The utility must inform the customer in the notice that the customer can contact the ORS if the customer disputes the discontinuance of service.

Please consider this email as an invitation to join the workshop to provide your expertise regarding DHEC's involvement in discontinuance of sewerage or wastewater service.

Again, the workshop will be held virtually and our IT Department would take care of handling your virtual attendance if we are fortunate to have you join us.

Per the attached Notice, the deadline to file written comments and to notify the Commission of participation is Monday, May 3, 2021. The deadline to file reply comments is Friday, May 7, 2021.

We do look forward to hearing from you, and thank you, Ms. Clark.

Best Regards,

Elise Wilson  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210  
[www.psc.sc.gov](http://www.psc.sc.gov)  
803-896-5100

**Wilson, Elise**

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**From:** Sue Berkowitz <SBerk@scjustice.org>  
**Sent:** Wednesday, March 31, 2021 9:25 AM  
**To:** Wilson, Elise  
**Subject:** [External] RE: Invitation to Workshop - Substance of Commission Issued Notices Included in Bill Inserts

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thank you so much for the invite to be included. Readability and comprehension of notices is so important, we spend a lot of time with other agencies who are not listening to this concern so it means a lot that you are making this a priority. I have it in my calendar,

Sue

Sue Berkowitz  
 Director  
 SC Appleseed Legal Justice Center  
 (803)779-1113 x 101

**From:** Wilson, Elise <Elise.Wilson@psc.sc.gov>  
**Sent:** Wednesday, March 31, 2021 9:20 AM  
**To:** Sue Berkowitz <SBerk@scjustice.org>  
**Cc:** Nelson, Jeff <jnelson@ors.sc.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Hall, Roger <RHall@scconsumer.gov>; richard@rlwhitt.law; jjeffries@mcquirewoods.com; pia.powers@duke-energy.com; Heather Smith <heather.smith@duke-energy.com>; Heather Smith <heather.smith@duke-energy.com>; Katie Brown <katie.brown2@duke-energy.com>; Katie Brown <katie.brown2@duke-energy.com>; robsmith@mvalaw.com; pfox@burr.com; jbowen@burr.com; Charles L. A. Terreni <charles.terreni@terrenilaw.com>; Samuel Wellborn <swellborn@robinsongray.com>; Samuel Wellborn <swellborn@robinsongray.com>; fellerbe@robinsongray.com; fellerbe@robinsongray.com; Charles L. A. Terreni <charles.terreni@terrenilaw.com>; Charles L. A. Terreni <charles.terreni@terrenilaw.com>; Charles L. A. Terreni <charles.terreni@terrenilaw.com>; chad.burgess@dominionenergy.com; matthew.gissendanner@dominionenergy.com; rmcperson@mcquirewoods.com; jbowen@burr.com; pfox@burr.com; Bateman, Andrew <abateman@ors.sc.gov>; Knowles, Alex <aknowles@ors.sc.gov>; Huber, Christopher <chuber@ors.sc.gov>; Samuel Wellborn <swellborn@robinsongray.com>; fellerbe@robinsongray.com; richard@rlwhitt.law; Parker, Connor <cjparker@scconsumer.gov>; PSC\_Contact <Contact@psc.sc.gov>  
**Subject:** Invitation to Workshop - Substance of Commission Issued Notices Included in Bill Inserts

Good Morning, Ms. Berkowitz.

In an effort to engage and create reader friendly notices, the Commission Staff has scheduled a forum to discuss the substance of its notices included in bill inserts. This workshop will be held virtually Friday, May 28, 2021 at 10:00 A.M.

The Commission Staff would be appreciative if you would join us in this workshop, lending your expertise toward how best to engage the reader. Please accept this email as an invitation to participate.

Per the attached notice, the deadline to file written comments and to notify the Commission Staff of participation is Tuesday, May 18, 2021.

We look forward to hearing from you on this matter.

Thank you and best regards.

Elise Wilson

Public Service Commission of South Carolina

101 Executive Center Drive, Suite 100

Columbia, SC 29210

<https://link.edgepilot.com/s/80e8bf2a/EEiS4otkW0WljOGFg2DOTw?u=http://www.psc.sc.gov/>

803-896-5100

Links contained in this email have been replaced. If you click on a link in the email above, the link will be analyzed for known threats. If a known threat is found, you will not be able to proceed to the destination. If suspicious content is detected, you will see a warning.

**Wilson, Elise**

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**From:** Wilson, Elise  
**Sent:** Wednesday, March 31, 2021 9:23 AM  
**To:** Grube-Lybarker, Carri  
**Cc:** Nelson, Jeff; Grube-Lybarker, Carri; Hall, Roger; richard@rlwhitt.law; jjeffries@mcquirewoods.com; pia.powers@duke-energy.com; Heather Smith; Heather Smith; Katie Brown; Katie Brown; robsmith@mvalaw.com; pfox@burr.com; jbowen@burr.com; Charles L. A. Terreni; Samuel Wellborn; Samuel Wellborn; fellerbe@robinsongray.com; fellerbe@robinsongray.com; Charles L. A. Terreni; Charles L. A. Terreni; Charles L. A. Terreni; chad.burgess@dominionenergy.com; matthew.gissendanner@dominionenergy.com; rmcpherson@mcquirewoods.com; jbowen@burr.com; pfox@burr.com; Bateman, Andrew; Knowles, Alex; Huber, Christopher; Samuel Wellborn; fellerbe@robinsongray.com; richard@rlwhitt.law; Parker, Connor; PSC\_Contact  
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Good Morning, Ms. Grube-Lybarker.

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The Commission Staff would be appreciative if you would join us in this workshop, lending your expertise toward how best to engage the reader. Please accept this email as an invitation to participate.

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We look forward to hearing from you on this matter.

Thank you and best regards.

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